



Recent ICANotes Customer Comments

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"I was first introduced to ICANotes by my business partner, and I have been impressed with it so far. It's a great way to organize my files, treatment plans, and progress notes, while helping the environment by reducing the need for paper documents. I find it convenient to be able to login from any location and quickly access the information I need. Finally, I've found the ICANotes customer support team to be helpful, knowledgeable, and courteous."

*Stephanie Best, Co-Owner/Licensed Psychologist
Behavioral Health & Wellness Center, PLLC, Raleigh-Durham, NC*

"I have used 6 different EMRs and hands down this is without peer. User friendly (and modifiable), developed, as most other EMRs are not, with the clinical note driving the rest of the features. ICANotes resides in the cloud, obviating the dual hassles of maintenance and upgrades. It is quick and easy-- allowing for concurrent documentation. In addition to the clinical note, I use the prescription writer, scheduler, and billing software. E billing is done with a few simple mouse clicks."

*Jeffrey DeLisle, MD, Staff Psychiatrist
Hillcrest Educational Centers, Albany, NY*

"I was fortunate enough to get a chance to use ICANotes as a contractor during my internship. When it came time to make a choice for myself, the excellent customer service, ease of use, and ability to customize for my own style made ICANotes an easy choice for me. The best part has just been the responsiveness and customer service. It's obvious that these are people that have been in this field that are sensitive to the needs of the therapist that want to make a product that is useable and hassle free."

*Phil Ginsburg, LMFT-A, LPC Intern, LCDC, NCC
Houston, TX*

"I find this program professional, helpful and easy to use. I can't thank you enough. It helps me think through my session. Not only do I chart better, I think it helps me think through the case leading to me being a better therapist."

*Jane M. Kilgriff, Psychologist
Minneapolis St. Paul Area*

"Continue having support staff responding as they do... Timely, courteous, professional, knowledgeable...love you guys!"

Renee Bonin, Ph.D., Psychologist, Lafayette, LA

“Excellent support and services. Get back to you fast and are very easy to work with. Courtney is very knowledgeable and always pleasant, others including Steve are also helpful.”

Irene E. Werth, ARNP, McPherson, KS

“I cannot say enough about your support team. They are great. I ask a question or make a suggestion and get a rapid response. Even some of my suggestions have been implemented. That tells me that ICANotes is actually listening and is very proactive. I like that you are always making improvements.”

John W. Murphy, MS, LMFT, Bakersfield, CA

“I do really like the program—it is my 3rd one in 4 years and the best I have had. Therascribe and Theramanager don't begin to compare. It is great, you are open to feedback, available for help and it is worth every dime! “

Kara Heugly, LPC

Kara Heugly Counseling, Price, UT

“ICANotes is a great boost to my mental health practice. Session notes are done with a few mouse clicks on preloaded buttons. Compiled notes are very comprehensive. It is simple to generate hard copies of documentation, if required. Signature pages, release forms, and other papers can be scanned and added to the client's file electronically, allowing for complete elimination of hard copies of file contents. ICANotes team is very receptive to customizing product, and very responsive to suggestions for improvements. I used to spend 1-2 hours daily on documentation. With ICANotes, I spend only 2-3 minutes per session note, which frees me up for one to two extra sessions each day. My practice consists almost exclusively of Medicaid clients. The documentation requirements for Medicaid are very strict in my state. I have been audited twice by the state Medicaid auditors. Half of the content audited in my first audit were session notes I created manually before switching to ICANotes. The auditors found many discrepancies in my documentation from the period I was manually creating my session notes (typos, times incorrect, wrong date, wrong CPT code, members in family sessions not identified, etc.), but none after I switched to ICANotes. The only discrepancy in the second audit, which was entirely content created in ICANotes, was one missing session note. The auditors rated my clinical documentation as the most comprehensive they had seen.”

Carl L. Stephens, LCPC, Myersville, MD

“You seem to be on top of all of our needs. Great working relationship. The best EMR program around.”

Carla Fagernes, Emanuel Martinez MD & Associates, St. Augustine, FL

“Keep on the track you are on; this is a good, solid business that offers excellent support. Never a negative experience; even the most doubting staff are sold on the product.”

Jim Mallinson, NCSAPPB Licensed Clinical Addictions Specialist and Certified Clinical Advisor, and NAADAC certified Master Addiction Counselor, Carolina Counseling Services, Salisbury, NC

“I have been using ICANotes for over a decade and would highly recommend this EHR. I began using ICANotes in its infancy and have watched it grow over the years. I am amazed at the value of this system which is constantly being revised and improved. I am able to do notes, treatment plans, bill clients, save demographics,, send myself reminders + many other tasks. For a solo therapist in private practice it is truly an amazing product. The best part is the cost & the wonderful support team.”

*Bill Murphy, Marriage & Family Therapist
Valley Psychological Group, Bakersfield, CA*